

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

January 3, 2012



Message from Director of Medicaid Services, Dr. Susan Mosier... We've not only started a new year, but also a new Medicaid program, KanCare. Our state's new program for coordinated, integrated care launched on Jan. 1. Claims are being processed and consumers are receiving the services they've come to depend on—just as they did on Dec. 31.

Continuity of care is a top priority. For the first 90 days, the three managed care organizations (MCOs) must honor all existing plans of care, prior authorizations and established provider/member relationships—even if the established provider is not in the MCO network. You can find a complete list of the Continuity of Care protections on the KanCare website in sections for Consumers and Providers.

As KanCare officially begins, we know that questions and issues will come up, and we're committed to answering your questions and resolving issues as quickly as possible. Specific phone numbers, conference calls and website locations are given elsewhere in this issue of the Advisor, so I will summarize the avenues here. We have KanCare Rapid Response Calls every weekday through at least the end of January. These calls give you the opportunity to listen to updates from and ask questions of the state, the health plans (MCOs) and our enrollment broker. Many issues identified in these calls will be shown and tracked in the KanCare Issues Log if they apply across all health plans (MCOs). Other issues specific to individual health plans will be shown and tracked in the Issues Log available on each MCO website.

Provider networks continue to grow for each of the MCOs. Although each of the three companies has printed lists of their contracted providers, you'll find the most up-to-date lists on the MCO websites. And remember, if your favorite doctors or other providers are not contracted with your assigned MCO, you have plenty of time to change to one of the other two. Hopefully you have carefully reviewed the provider lists and the value-added services available with each of the three options and picked the health plan that's best for you and your family. Review your packet materials or call our KanCare Consumer Assistance line to learn how, 1-866-305-5147.

We look forward to making this inaugural year of KanCare a great one for you and your family!

Upcoming Events

Daily Rapid Response Calls—The State of Kansas hosts a daily operated-assisted stakeholder call. These calls begin at 9 a.m., Monday through Friday. These calls will continue through January. Call 1-877-247-8650 and use ID code 79687456. During the call, we invite consumers, providers and other stakeholders to ask questions about their individual concerns.

Webinar for Beneficiaries Now Available—A webinar was held for consumers on Dec. 14. Those who were not able to participate in the live event can now view it on the KanCare website in the Consumer section, under Events. The video includes presentations from the State and the three managed care organizations (MCOs).

Education Tour Planning Underway—Another round of KanCare educational sessions for consumers and providers is being planned. The statewide tour will make stops in every region of the state. The tour is a great opportunity to learn about the new program and get your questions answered. The State and three MCOs will have representatives on hand to respond to your questions and concerns. The tour will get underway in mid to late February. Check the KanCare website's Consumer section soon for details about where we'll be and when.



**Have Questions
about your KanCare
Enrollment Packet or ID Card?**

Call 1-866-305-5147

Approved 1915(c) Waivers for PD, TBI, FE, SED, Autism & TA have been posted to the Readiness Activities page:

www.kancare.ks.gov/readiness_activities.htm

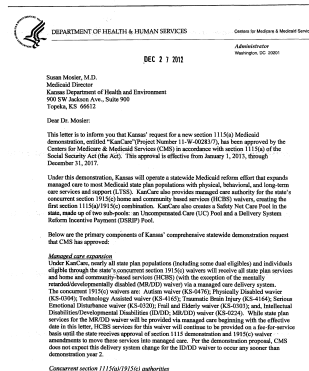


Continue to check the KanCare Website for new info

Section 1115 Waiver Details Finalized

Although the State of Kansas received approval for KanCare in early December, the Centers for Medicare and Medicaid Services (CMS) was still finalizing the special terms and conditions of the Section 1115 waiver until recently. Waiver approval was required to implement KanCare. On Dec. 27, CMS issued the State a letter indicating that all details were approved. The special terms and conditions pertain to a long list of items including: general program requirements, eligibility, benefits, cost sharing, enrollment, delivery system, HCBS service delivery, program implementation, safety net care pool, general reporting requirements, financial requirements, budget neutrality and more.

The special terms and conditions are outlined in a 109-page document that can be found on the KanCare website. You'll find this document as well as the letter of approval from CMS under the 1115 Waiver and Comments section. A three-page Waiver and Expenditures Authorities document is also available.



KanCare is now on Facebook

Be sure to follow us!



To connect with a KanCare health plan, click on an image below.



Issues Log...

No new major undertaking is without issues. KanCare is off to a great start, and we're fully prepared for concerns as they come along. The State of Kansas has created a log to track implementation issues and their resolution.

The Issues Log can be found here <https://www.kmap-state-ks.us/documents/content/KanCareIssueLogs/KanCareIssueLogs.pdf>. In addition to this KanCare Issues log maintained by the State of Kansas, each managed care organization maintains an issues log on their respective website.

Check the Issues Log frequently to find out if an issue you've encountered has been noted and addressed.



Q & A of the Day

Q: What should Medicaid beneficiaries do if they have not received their KanCare enrollment packet?

A: All Kansans who were eligible to start receiving KanCare services on Jan. 1 have been assigned to one of the three managed care organizations. With all pre-enrollment packets having been mailed, it is possible some packets didn't reach beneficiaries due to address changes, etc. The number to call is 1-866-305-5147.

Governor's KanCare Advisory Council
Jan. 8, 2013, 2 p.m. to 4 p.m.
Curtis State Office Building, Room 530

KanCare Advisor is published every other week. If you would like to subscribe to this news bulletin, please register at <http://listserv.kdheks.gov>

External Stakeholder Workgroups

There are four external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These work groups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

Next Workgroup Meetings

Providers: Jan. 17, 9 a.m. to noon, Conference Call 866-620-7326; code: 8730027872

Managed Care Organizations: Jan. 14, 11 a.m. Conference Call

Member Involvement and Protections: Jan. 9, 2 p.m. to 4 p.m., Landon State Office Bldg, Room 9C

Specialized Healthcare and Network Issues: Jan. 7, 2013, 1:30 to 3:30 p.m., DCF Learning Center, Rm. B

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.

